

MLTI

MLTI Casper User Creation for Managed Distribution

Updated August 4, 2014

Requirements:

- Asset Manager account for your school(s)
- Casper Site Admin account for your school(s)
- Device to User association

Summary:

This document describes the process for creating and editing users associated to devices in Casper. By associating a user to a device, and setting the position field appropriately, users will receive an invitation to join Managed Distribution. This invitation, when accepted, provides the user with the suite of MLTI apps on their device.

Setup

Part 1 - Start of Year Import

1. Download bulk device assignment template from Asset Manager <https://assetmanager.mlti.net>. Go to Asset Manager > Modules > Asset Tracker and click Bulk Device Assignment Page.
2. Download the template.
3. Open the template file and update the User ID field in the template with a unique user identifier for each user who will be receiving each device. For Primary Solution staff with both a MacBook Air and an iPad mini, you will put the same User ID in for both devices. Only use alphanumeric and valid e-mail characters (. @ _) in the UserID field. The user identifier is simply an internal ID used to create a unique identifier and a means for you, the tech lead, to identify what user you have assigned to each device.
 - *Does the User ID need to be an email address?* No, it does not.
 - *Does the end user need to know their User ID?* No, they do not.
 - *Does the User need to be unique across the state?* Yes, the User ID needs to be unique. During import, feedback will be provided in the event that the User ID is already in use.
 - *Is a User ID required for both iOS and OS X devices?* Yes. Each device will need to have a User ID set up in Casper in order to receive the invitation.
4. Save file as .csv
5. Go to <https://maine.jamfcloud.com/bulkupdate> and log in with your Casper site admin account and password.
6. Click the **Upload CSV** button and choose the .csv file you just saved.
7. Review the summary data.
8. Click the **Save** button.

9. Once this is complete, all users (MacBook Air and/or iPad) will see an invitation to Managed Distribution appear in Self-service. Please note that this may not happen immediately and relaunching Self-Service may be necessary for the invitation to appear.
10. The user will accept the invitation on their device. Apps will either begin installing automatically or can be downloaded from the users Purchase History in the App Store.

Part 2 - Removing User/Device Association

You have a user that has left the school. These steps document the process to remove the user to device association in Casper and revoking the MLTI Apps from that user.

1. For iOS devices:
 - Verify the user has logged out of iCloud.
 - Verify the user has performed 'Erase all Content and Settings' on the device.
- For OS X Devices:
 - Boot to Recovery HD and re-image the device (or use FReD).
2. Go to Casper <https://maine.jamfcloud.com>, log in with your site admin ID and find the device record for the user.
3. Clear the Position field from User & Location in the Device record and Save.
4. Remove user from scope of any school provided VPP MD assignments. *(Only applicable for schools participating in Apple Volume Purchase Program for MLTI users at the local level.)*
5. Clear the Username field from User & Location in the Device record and Save.
6. Go to Users and find the User Record for the user you want to delete. Delete the User Record.
7. Enter the device serial number in the Username field in User & Location in the Device Record and save.
8. The User should receive notification that Apps are no longer assigned to them.

Part 3 - Adding User/Device Association

You have a new user arrive at your school. You will create a User ID and assign the user a device. Refer to **Step 1 Start of Year Import** for details about the User ID. There are 2 methods for associating a new user to a device:

- Use the MLTI User/Device Assignment tool to import the new user association.
- or
- Create the user in Casper and associate with a device or devices.

METHOD 1: MLTI User/Device Assignment tool

1. If necessary, re-download the template of devices from Asset Manager
2. Update User ID for the device being assigned to the new user
3. Save as .csv file
4. Go to <https://maine.jamfcloud.com/bulkupdate> and log in with Casper Account
5. Click the **Upload CSV** button and choose the .csv file you just saved.
6. Review the Summary Data and click the **Save** button.

METHOD 2: Creating User in Casper

1. In Casper, find the device record and go to User & Location
2. Add the User ID in the Username field
3. Add the appropriate position in the position field and save:

Solution Type	Student	Faculty
Primary	Primary_Student	Primary_Faculty
Alternate	Alternate_Student	Alternate_Faculty

Part 4 - Changing User/Device Association

An existing user receives a replacement device due to a service event. These steps document the process to change the User assignment on a device.

1. Find the old Device Record in Casper.
2. Clear the Username field from User & Location in the Device Record and Save.
3. Find the new Device Record, enter existing user ID in the Username field in User & Location for the new device.
4. User info is now associated with the new Device Record.
5. User signs in with Apple ID at Setup Assistant on replacement device.

Resources:

MLTI Asset Manager: <https://assetmanager.mlti.net>

MLTI Casper: <https://maine.jamfcloud.com>

MLTI User/Device Assignment tool: <https://maine.jamfcloud.com/bulkupdate>